



Bringing People
Services
Together

April 25, 2003

Lynda Dorr, Secretary to the Commissioner
Public Service Commission of Wisconsin
PO Box 7854
Madison, WI 53707-7854

Dear Ms. Dorr,

First Call For Help would like to forward this Addendum to our recent petition to the Public Service Commission for 2-1-1 designation in western Wisconsin.

In our original application we responded to the AIRS National Standards for 2-1-1 Centers specific to operational issues. Attached is our response to the standards related to developing a statewide 2-1-1 system.

We would appreciate it if this Addendum could be added to our application for the review process.

Sincerely,

A handwritten signature in cursive script that reads "Mary Mundt Reckase/skb".

Mary Mundt Reckase
Director

MMR:skb

Attachment

Addendum
National Standards for 2-1-1 Centers

First Call For Help – La Crosse provides the following response to additional Recommended National Standards for 2-1-1- Centers:

Within States or Regions where more than one I&R will be providing 2-1-1 services it is recommended that 2-1-1 Centers have the following:

- An agreed upon plan to work in tandem to ensure 2-1-1 service to all areas or regions.
- Ability to share resource data information.
- Ability to track and share information on client needs and unmet needs.
- A common means of measuring outcomes for the operation of a call center.
- An agreed upon means of communicating with the community represented by the center on requests for assistance, perceived gaps and barriers to service.

First Call For Help – La Crosse will continue to work in collaboration with Information and Referral Providers of Wisconsin (IRPW), United Ways in our existing service area, United Way of Wisconsin, telephone companies and other parties to develop and deliver a statewide 2-1-1 system in Wisconsin. By participating in the 2-1-1 planning process, First Call For Help will be open to evaluating the feasibility of increasing its service area or adjusting its exiting service area based on available funding and resources with a goal of establishing a statewide 2-1-1 network.

In addition First Call For Help will work cooperatively with other I&R providers in Wisconsin to track client needs, unmet needs, measure outcomes and respond to requests for assistance, perceived gaps and barriers to service.